
Massachusetts Manufacturing Extension Partnership

MassMEP

Quality Management System (ISO)

Eight Quality Management Principles

1. Customer Focus
2. Leadership
3. Involvement of People
4. Process Approach
5. Systemic Approach to Management
6. Adoption of Continual Improvement
7. Factual Approach to Decision Making
8. Mutually Beneficial Supplier Relationships

Quality Management System (ISO)

- Structural framework for a business system
- Help organizations ensure that they meet the needs of customers and other stakeholders
- Managing, documenting and improving what you do and how you currently do it –
- ***ISO can create positive CHANGE
(if approached correctly)***

ISO 9001 Benefits

- Consistency throughout the company
- Strengthen relationship between supplier and customer
- Strengthen customer confidence (in you)
- Promotes Continuous Improvement
- Reduced dependence on individuals
- ***Competitive advantage***
- ***Increase business (new market penetration)***

ISO 9001 Benefits

Irwin Professional Publishing survey results show:

- 30% Of registered companies experience increased customer demand.
- 50% Of registered companies have decreased number of customer audits.
- 69% Of registered companies have a competitive advantage in their market.
- 83% Of registered companies products have higher perceived quality in the marketplace.

ISO9001 (1987 vs 2008)

- Document vs Process Controlled QMS
- Better designed for the success
 - QMS and the Organization
- 27 Individual Standards
 - General (9001), Medical Device, Aerospace...
- Requirement for doing business with certain supply chains as well as globally
- Way of life for the Business Future

ISO 9001 Costs

- Cost of the consulting ("Or not")
- Cost of registration
- Time and effort to Learn, Apply, Manage and Maintain
- Cost needs to be imbedded in the budget
- ISO needs to be imbedded into culture as part of the normal business practice

Workforce Training Fund

- Express Grant *
 - Companies < 100 Employees
 - 50/50 Cash Match
 - 4 to 6 weeks before program start
- General Grant *
 - No employee limit
 - “In Kind” Match
 - 2 to 4 months before program start
- Consortium Grant *

** Training cannot begin before grant has been approved*

ISO Collaborative

- Designed for the SME
 - 4 to 8 companies working together to develop or upgrade their QMS
 - 7 workshop days + onsite consulting
 - Best practice / knowledge sharing approach
 - Completed QMS ready for registration
- 45% of average cost (applied for WFTF)